

Paraprofessionals Training Part 2

Communication Strategies/Observation Techniques/Environmental Cleaning

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Objectives

- Demonstrate how to communicate effectively with colleagues, including following up to make sure messages have been received.
- Demonstrate effective communication methods to engage families and residents as partners in care.
- Recognize that every interaction with a resident is an opportunity to observe for changes from the norm.
- Believe that your observations of changes are important and should be reported.
- Describe to whom and when to report observed changes in a resident.
- Accept that everyone is responsible for environmental cleaning.
- Discuss appropriate cleaning and disinfecting requirements to reduce the risk of spreading *C. diff*.
- Discuss how improper cleaning and disinfecting techniques can spread infections.
- Discuss the impact of adhering to appropriate contact time for cleaning and disinfecting products.



**You are important,
and you have positive
impact on people's lives**

Communication Strategies

A 3D maze with a red path leading to a red arrow pointing towards the center. The maze is composed of white walls and a red path that winds through the maze. The path starts from the bottom left and leads to a red arrow pointing towards the center of the maze. The background is a blurred maze.



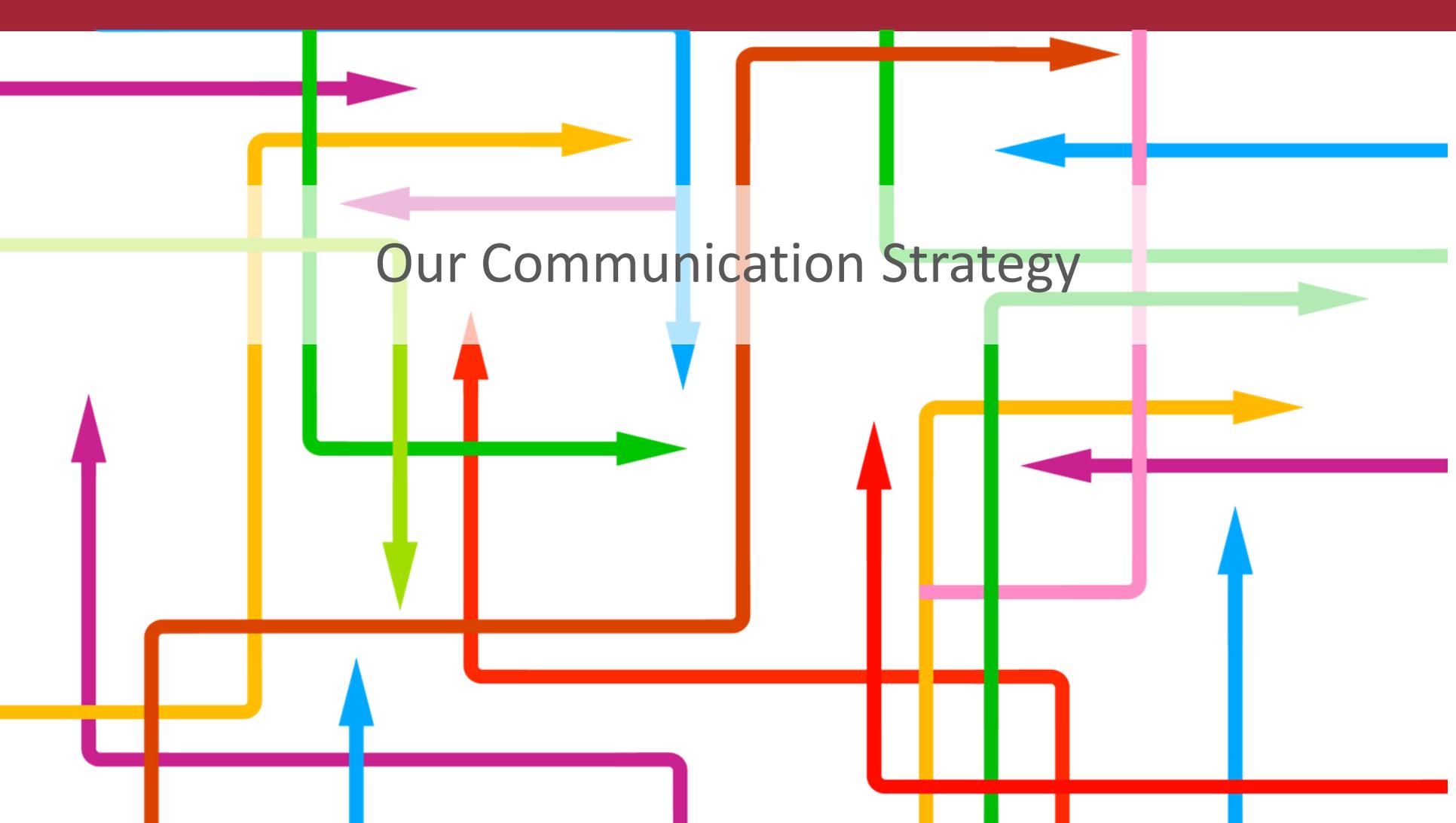
**Communication requires
information and meaning**

Key Communication



Anything that is different
than normal for the
resident

Our Communication Strategy

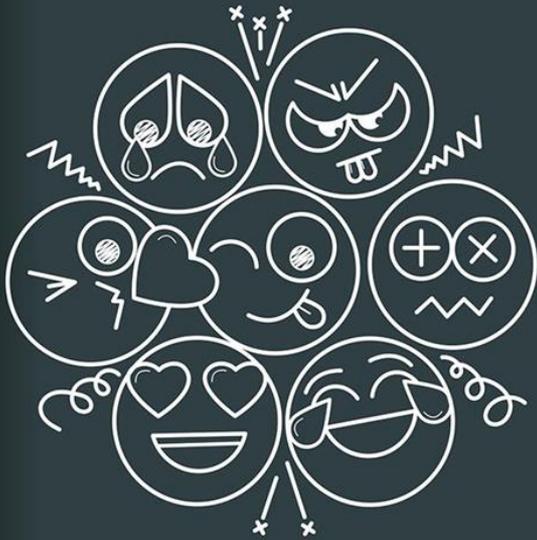




Observation Techniques

Find 9 differences!

What is different today?



Look



Listen

- What is said
- What is not said
- How it is said





Intuition

**Something just doesn't
feel right**

Key Changes

A large set of keys is hanging on a wooden wall. The keys are of various shapes and sizes, some with intricate designs. To the left of the keys, a portion of a copper bell is visible, hanging from a wooden post. The background is a rustic wooden wall with visible grain and knots.

- Physical state
- Thinking, reasoning, and memory
- Speech
- Activities of daily living
- Energy/fatigue
- Appetite
- Elimination

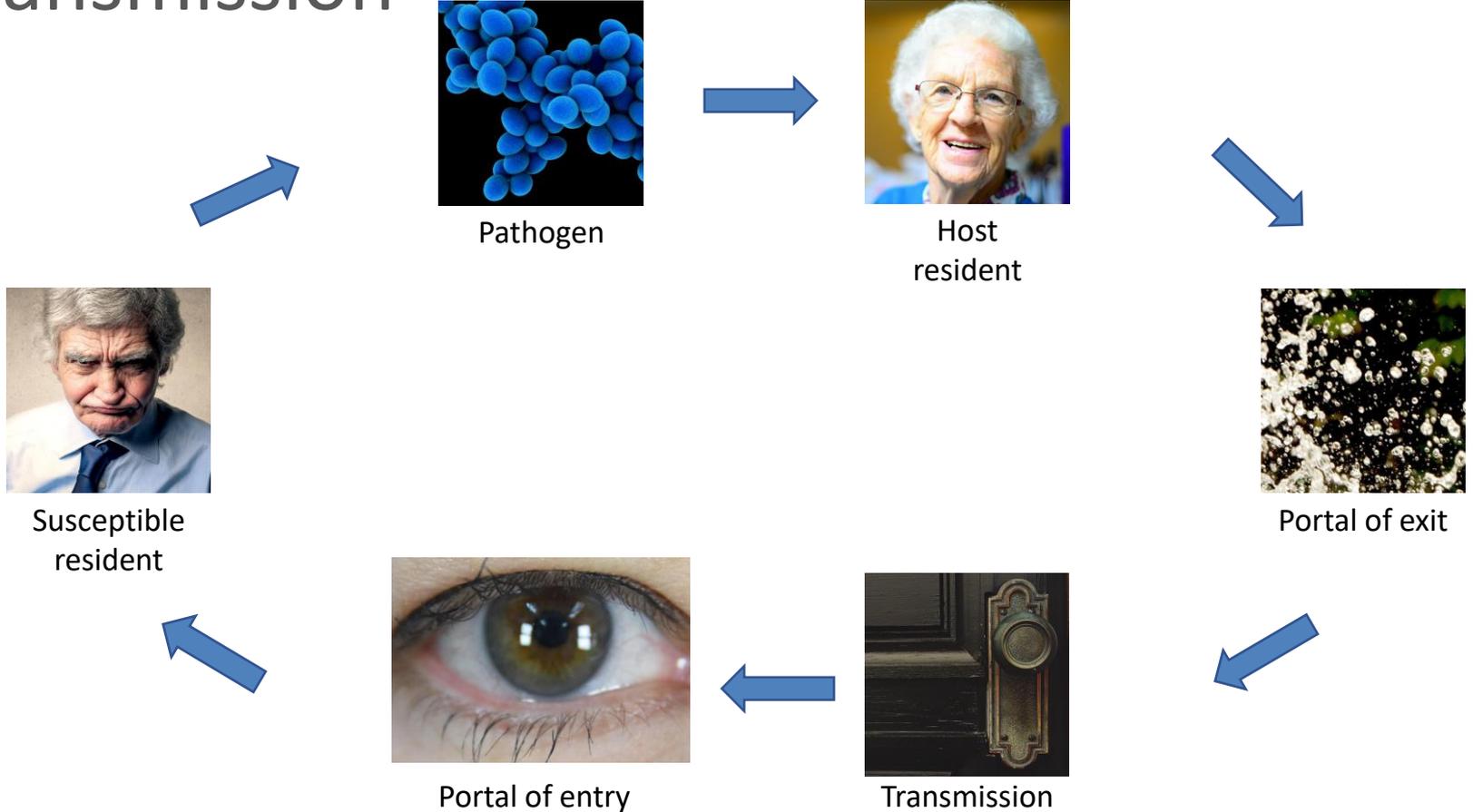
See something,
say something!



Environmental Cleaning



Transmission





Shared Responsibility

High Touch vs Low Touch

Close to resident, frequent hand contact – daily cleaning



Not in direct resident hand contact – regular cleaning schedule and when soiled



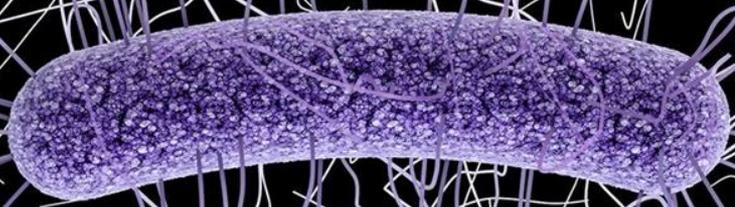


To Clean or To Disinfect?

What is the difference?



Clostridium difficile



ASK

